

**IN THE CLAIMS:**

Please amend the claims as follows:

1-34 (cancelled)

35. (new) A method of allowing patients to schedule their own appointments on a computerized scheduling system comprising the steps of operating the computerized scheduling system to:

(a) accept instructions creating at least one electronic ticket identifying a given patient and allowing the patient to schedule at least one medical appointment of a predetermined type as determined by the physician; the ticket having a status of unused or appointment completed;

(b) communicate with the patient with respect to scheduling a medical appointment of a requested type; and

(c) automatically schedule the medical appointment on behalf of the patient only if the status is unused and the requested type is the predetermined type of the electronic ticket.

36. (new) The method of claim 35 further including the step of:

(d) when the appointment is scheduled, changing the ticket status to appointment completed when the patient completes the appointment,

37. (new) The method of claim 36 further including the step of:

(e) after enrollment, accepting instructions from the patient to cancel an enrolled appointment and changing the status of the ticket to unused.

38. (new) A method of allowing patients to schedule their own appointments on a computerized scheduling system comprising the steps of operating the computerized scheduling system to:

- (a) define a first set of appointment times allocated to on-line self-scheduling by patients;
- (b) communicate directly with a patient over the Internet to schedule a medical appointment;
- (c) automatically schedule the medical appointment on behalf of the patient only if appointment times are available in the first set of appointment times; and
- (d) when appointment times are not available in the first set of appointment times, refer the patient to a human intermediary to schedule the medical appointment in second times other than the first set of appointment times.

39. (new) A method of allowing patients to schedule their own appointments on a computerized scheduling system comprising the steps of operating the computerized scheduling system to:

- (a) communicate directly with the patient over the Internet to accept a patient request for a medical appointment of a requested type;
- (b) review a record of the patient's completion of previous appointments; and
- (c) automatically schedule the medical appointment on behalf of the patient only if the patient's completion of previous appointments exceeds a predefined threshold and otherwise requiring the patient to schedule an appointment through a human intermediary.

40. (new) A method of allowing patients to schedule their own appointments on a computerized scheduling system comprising the steps of operating the computerized scheduling system to:

(a) provide a first set of rules affecting self-scheduling by patients applicable to all appointments in a collection of healthcare providers;

(b) provide a second set of rules affecting self-scheduling by patients applicable to a specific healthcare provider;

(c) communicate directly with the patient over the Internet to schedule a medical appointment of a requested type with a particular healthcare provider within the collection of healthcare providers; and

(d) automatically schedule the medical appointment on behalf of the patient only if the rules of the collection of healthcare providers and rules of the specific healthcare provider allow self-scheduling of patients.

41. (new) The method of claim 40 further

(e) providing a third set of rules affecting self-scheduling by patients applicable to all appointments in a multi-provider subset of the collection of healthcare providers;

and wherein step (c) communicates directly with the patient over the Internet to schedule a medical appointment of a requested type with a healthcare provider in the multi-provider subset;

and wherein step (d) enrolls the medical appointment on behalf of the patient only if the rules of the collection of healthcare providers, the multi-provider subset, and the healthcare provider allow self-scheduling of patients.

42. (new) A computerized scheduling system of allowing patients to schedule their own appointments comprising:

a stored program executing on an electronic computer; the stored program executing to:

(a) accept instructions creating at least one electronic ticket identifying a given patient and allowing the patient to schedule at least one medical appointment of a predetermined type as determined by the physician; the ticket having a status of unused or appointment completed;

(b) communicate with the patient with respect to scheduling a medical appointment of a requested type; and

(c) automatically schedule the medical appointment on behalf of the patient only if the status is unused and the requested type is the predetermined type of the electronic ticket.

43. (new) The computerized scheduling system of claim 42 further including the step of:

(d) when the appointment is scheduled, changing the ticket status to appointment completed when the patient completes the appointment,

44. (new) The computerized scheduling system of claim 43 further including the step of:

(e) after enrollment, accepting instructions from the patient to cancel an enrolled appointment and changing the status of the ticket to unused.

45. (new) A computerized scheduling system of allowing patients to schedule their own appointments comprising:

a stored program executing on an electronic computer, the stored program executing to:

- (a) define a first set of appointment times allocated to on-line self-scheduling by patients;
- (b) communicate directly with a patient over the Internet to schedule a medical appointment;
- (c) automatically schedule the medical appointment on behalf of the patient only if appointment times are available in the first set of appointment times; and
- (d) when appointment times are not available in the first set of appointment times, refer the patient to a human intermediary to schedule the medical appointment in second times other than the first set of appointment times.

46. (new) A method of allowing patients to schedule their own appointments on a computerized scheduling system comprising the steps of operating the computerized scheduling system to:

- (a) communicate directly with the patient over the Internet to accept a patient request for a medical appointment of a requested type;
- (b) review a record of the patient's completion of previous appointments; and
- (c) automatically schedule the medical appointment on behalf of the patient only if the patient's completion of previous appointments exceeds a predefined threshold and otherwise requiring the patient to schedule an appointment through a human intermediary.

47. (new) A computerized scheduling system of allowing patients to schedule their own appointments comprising:

a stored program executing on an electronic computer, the stored program executing to:

- (a) provide a first set of rules affecting self-scheduling by patients applicable to all appointments in a collection of healthcare providers;
- (b) provide a second set of rules affecting self-scheduling by patients applicable to a specific healthcare provider;
- (c) communicate directly with the patient over the Internet to schedule a medical appointment of a requested type with a particular healthcare provider within the collection of healthcare providers; and
- (d) automatically schedule the medical appointment on behalf of the patient only if the rules of the collection of healthcare providers and rules of the specific healthcare provider allow self-scheduling of patients.

48. (new) The computerized scheduling system of claim 40 further

(e) providing a third set of rules affecting self-scheduling by patients applicable to all appointments in a multi-provider subset of the collection of healthcare providers;

and wherein step (c) communicates directly with the patient over the Internet to schedule a medical appointment of a requested type with a healthcare provider in the multi-provider subset;

and wherein step (d) enrolls the medical appointment on behalf of the patient only if the rules of the collection of healthcare providers, the multi-provider subset, and the healthcare provider allow self-scheduling of patients.